



Resident handbook: your guide to the major works project

Chalcots Estate - Blashford

The Council's commitment to making your home safer

The London Borough of Camden has committed to a gold standard of safety at the Chalcots Estate.

The major works project to replace the cladding, windows and curtain wall will bring your estate to the highest standard of safety, improve the wellbeing of residents, and futureproof the buildings – helping to create an attractive, sustainable and vibrant neighbourhood for everyone who lives there now and in the future.

The project will deliver:

- a **cladding system** that is fully fire tested, meets the most up to date safety regulations, and its primary components are A1 rated – the highest possible fire safety rating
- **windows** that are safe, provide better ventilation and reduce overheating
- a **building maintenance rail system**, also known as building maintenance unit (BMU), on the roof of each block so that windows can be safely cleaned, and the outside of the buildings can be safely maintained
- **new roof finishes** and **replaced brickwork** to some areas
- **insulation in the exposed soffit areas** to prevent damp in flats at the bottom of the building

You can find an overview of the works on **page 4 and 5**.

Our commitment to you:

The works will be disruptive, and we thank you for your patience. Our commitment to you during the works is to make sure you are involved, listened to, and considered in all decisions throughout.

We will:

- minimise disruption to you as much as possible
- complete the works to a high standard and carry them out as quickly and smoothly as possible
- make sure John Graham Construction (GRAHAM) staff work respectfully and considerately in your home, in communal areas and on the estate, and keep the construction site clean and tidy
- minimise the impact of the works on the local community and the environment
- work with the community to help create social value projects with the hope to create a lasting positive impact on your estate

These works will be very disruptive and intrusive. We have a resident support package available to you to help with this – find out more on **page 30**.

How we will monitor the works:

Our contract provisions enable the Chalcots Project Team to robustly manage quality, performance, compliance with specifications, as well as Health & Safety delivered by John Graham Construction and its subcontractors, suppliers, etc. throughout the works.

This will be achieved through set processes and in conjunction with Camden's commercial and technical consultants.

We also have a performance and monitoring panel to track the progress of the works and how they are delivered – the panel includes residents from the estate.

The residents on the panel will help us to monitor John Graham Construction's resident engagement, behaviour on site and delivery of its commitments which you can find on **page 12 and 13**.

To find out more about the panel, please see **page 32** about resident engagement.

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Making your home safer – what's new?

The major works will make your home safer and more comfortable to live in.

We will be making lots of changes to your building to bring it to the highest standard of safety.

Roof:

- Made from non-combustible insulation materials, and roof finishes that achieve the highest level of resistance to flame spread
- A building maintenance unit (BMU) on the edges of the roof to help us look after the outside of the building, including cleaning the windows

Cladding:

- A1 rated – the highest possible safety rating, using non-combustible materials, and finishes that achieve the highest level of resistance to flame spread
- Pure aluminium with a smooth, matte finish with a champagne-coloured sheen

Find more details about the cladding on **page 26**.



Windows:

- Safety restricted window openings for residential high-rise buildings
- Improved glass to better insulate homes and reduce overheating
- Improved ventilation in homes
- Dark brown / bronze colour window frames outside
- White window frames inside

Find more details about the windows on **page 14**.

Brickwork:

- Meets current fire safety requirements
- All materials are non-flammable, where renewed
- New brickwork scope will prevent damp in homes at the bottom of the building

Firestopping:

There will be **fire barriers** across the whole of the outside of the building which will include firestopping inside the cladding system at each floor and around each window.

In the event of a fire, this will prevent fire from spreading across the building.

Programme overview

The major works at Blashford are expected to take approximately 18 months to complete, starting from January 2024. Every effort will be made to carry out the works inside homes by December 2024.

The dates are estimates at the time of issuing the handbook and are subject to change to always ensure quality and safety. Residents will be kept informed about any changes.

Major works project timeline

	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	
External Cladding	[Orange bar from Jan 24 to May 25]																		
Roof Works				[Green bar from Apr 24 to Aug 24]															
Internal Fit out																			
Ground Floor	[Blue bar: 22 Jan – 21 May]																		
Floor 1	[Yellow bar: 23 Jan – 06 Jun]																		
Floor 2			[Blue bar: 12 Mar – 19 Jun]																
Floor 3				[Yellow bar: 22 Apr – 25 Jun]															
Floor 4				[Blue bar: 26 Apr – 29 Jul]															
Floor 5						[Yellow bar: 4 Jun – 02 Aug]													
Floor 6						[Blue bar: 17 Jun – 16 Aug]													
Floor 7						[Yellow bar: 26 Jun – 17 Sep]													
Floor 8							[Blue bar: 25 Jul – 26 Sep]												
Floor 9									[Yellow bar: 05 Aug – 07 Oct]										
Floor 10									[Blue bar: 14 Aug – 05 Nov]										
Floor 11										[Yellow bar: 13 Sep – 14 Nov]									
Floor 12										[Blue bar: 24 Sep – 25 Nov]									
Floor 13											[Yellow bar: 03 Oct – 07 Jan]								
Floor 14												[Blue bar: 01 Nov – 16 Jan]							
Floor 15												[Yellow bar: 12 Nov – 27 Jan]							
Floor 16												[Blue bar: 21 Nov – 25 Feb]							
Floor 17												[Yellow bar: 20 Dec – 06 Mar 25]							
Floor 18													[Blue bar: 14 Jan – 12 Mar 25]						

You will receive regular communications on when you can expect phases to start at your building.

Estimated timelines per floor:

- 8 to 11 weeks depending on which part of the building

*The time it takes to complete works may vary if there are any unexpected delays caused by issues such as adverse weather conditions and problems accessing residents' homes.

Demobilisation [Pink bar]

Disruption - what to expect

Outside your home

Noise from the mast climbing and partial scaffolding being built and taken down.

GRAHAM staff using cradles and hoists to move materials up the outside of the buildings which will be noisy.

Lots of noise as the cladding rails and cladding is being installed, which will include drilling.

Inside your home

Replacing your windows will be noisy so we will arrange for you to move to a *Home Away from Home* flat while they are being replaced.

The works inside homes will also be noisy for the flats surrounding the home that is being worked on.

Find out how we can help you to get away from the disruption on **page 30**.

The major works team

The Chalcots Project Team

As the Chalcots Project Team, our role is to make sure the major works are delivered to the highest standard and to always put your safety at the centre of every decision we make.

We will be with you every step of the way during the project. If you have questions or are worried about anything, you can speak to us on site or contact us on **020 7974 4444** or **chalcotsproject@camden.gov.uk**

You can also contact us using the details below:

Astrid Kjellberg-Obst

Project Director

@ astrid.kjellberg-obst@camden.gov.uk

Mohammad Rickaby

Programme Manager

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Project Manager

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Maybel Houston

Resident Liaison Lead

☎ **07814 194 254**

@ maybel.houston@camden.gov.uk

Barry Jackson

Quality Inspector

☎ **07980 945 582**

@ barry.jackson@camden.gov.uk

If you need to make a complaint at any time during the major works project, we can help. Turn to **page 37** to find out more.

John Graham Construction (GRAHAM)

GRAHAM is the contractor that will be carrying out the major works at your tower block. GRAHAM has made a set of commitments to residents which you can read on **page 12**.

Jack Harrington - Construction Director

Steve Bullen - Senior Project Manager

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Seamus Leahy - Senior Site Manager

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Saifur Jaman - Resident Liaison Officer

☎ **07385 144 513**

@ saifur.jaman@graham.co.uk

Relocation Protocol

We will send letters to you prior to your *Home Away from Home* relocation.

Letters will be sent 6 months prior, 10 weeks prior, 8 weeks prior, 28 days prior, 14 days prior, 7 days prior, and 2 days prior to moving.

Keeping in touch with you

The GRAHAM team will need to visit your home to carry out an inventory ahead of the major works for the window replacement and associated works in all relevant rooms. To help them keep in touch with you and to book appointments, we have shared the contact details we currently have for the named adults on each tenancy and leasehold with them.

It is the Council's duty under the **Landlord and Tenant Act 1985** to keep your estate safe and in good repair. Sharing your contact details complies with **Article 6(1)(e)** of the **GDPR / Data Protection Act 2018**.

The GRAHAM team will share updates with you as the works are being carried out in your home. Once the works are finished, GRAHAM will ask you to complete a survey to tell us if you are happy with the quality of the works.

GRAHAM will destroy all personal data from their systems after the major works are finished at your tower block and won't contact you or visit your home again.



What to expect before the works start in your home

It's important that you know what the works will look like when they are finished in your home, how they will be carried out and how we can best support you while the works are taking place - this is why we invite you to view the options in the respite lounge for easy access in your own time.

Show flat and initial appointment

Your household will be able to see the show flat by video more than once before the works start. You can expect to:

- see what the finished works will look like and the quality
- find out how the works will be carried out in your home
- see how the new windows open at each setting

You can visit the respite lounge in your own time or upon appointment to see your options for blinds and curtains, flooring, paint, kitchen cupboards, and worktop finishes.



To view videos about the works, please visit [camden.gov.uk/chalcots-estate/blasford](https://www.camden.gov.uk/chalcots-estate/blasford) or contact Saifur on the details below to show you the videos on a tablet.

How to book your appointment to talk through the works

@ saifur.jaman@graham.co.uk

📞 07385 144 513

Each appointment will take up to 40 minutes and GRAHAM will book your home visit during the appointment.

The appointments are arranged for each individual household.

Home visits

The GRAHAM team will visit you at your home twice before the works start in your flat – you can see what will happen during each visit below. The first home visit will be booked with you at your appointment in the respite lounge or your home, and you will receive a letter to confirm the date and time of this visit. The date and time of the second home visit will be agreed with you at the first home visit and a reminder letter will be sent closer to the time of your scheduled works date. If you need to change the date or time of your home visit, please contact the GRAHAM Project Team on **07385 144 513** or at saifur.jaman@graham.co.uk

Home visit 1 **When:** Introduce and discuss the works in your home, including approach and choices (2-3 months before works start)

GRAHAM will:

- survey your home to find out how best to carry out the works, and to confirm which cupboards can be used for storing belongings during the works
- take photos of your home to evidence the condition of the walls, furniture, belongings and decorations to protect you and the contractor if damage is caused when carrying out the works in your home
- provide and discuss relocation dates together with a Camden Project Team member
- arrange a time and date for second visit, to be booked 5 days before moving into the *Home Away from Home* accommodation
- carry out a kitchen survey to confirm whether the kitchen qualifies for a replacement
- provide a sample of kitchen unit / worktop to view
- for any bespoke kitchen and tiles, work with you to reinstate your kitchen to match the existing as far as possible - resident to source the bespoke kitchen and tiles, and will be reimbursed. During the 2nd survey, GRAHAM will confirm the quantities of tiles required

Camden Project Team

At this visit, a Camden Project Team member will join part of the home visit to discuss with you your *Home Away from Home* requirements, and any requirements to move and store items safely outside your home during the works with a reputable professional moving company. Provisional packing and moving dates will be agreed.

Home visit 2 **When:** Support readiness ahead of the works (5 days before moving into the Home Away from Home accommodation)

GRAHAM will:

- install hoardfast storage units whilst residents are present.* Any items that do not fit inside the hoardfast storage will be moved to secure storage. This will be arranged by the Camden Project Team
- carry out a kitchen survey to finalise the details
- talk through final queries or concerns with you

Camden Project Team

At this visit, a Camden Project Team member will join the home visit to confirm everything following engagement on the *Home Away from Home* flat allocated and items to be moved to secure storage by professional movers.

*These units are floor to ceiling enclosures to store belongings securely with a lock. These units are positioned in an area of the home that is away from the construction work. The space is about 3m x 2m and normally, one such unit can be positioned in each home.

John Graham Construction's commitments to you

GRAHAM's commitments to residents set out the standard they expect all staff to follow while working on the estate.

GRAHAM will always:

- respect you and your home
- work with you to make sure they deliver quality customer service
- keep appointments and let you know in advance if they have to be changed
- clearly explain what they are going to do and when
- keep you updated on the progress of the works
- work carefully, reliably and never neglect their duty
- be positive and always happy to help with questions you may have
- store tools and materials safely while the works are happening
- clear up all mess they are responsible for and make sure they safely dispose of any waste
- be considerate and polite to you, members of the public and all staff
- be appropriately dressed, clean and well presented
- limit noisy work to Monday to Friday, from 9am to 4pm, and only carry out noisy works outside of these hours in exceptional circumstances*
- keep you updated on the progress of the works whilst you are in a *Home Away from Home*



*Noisy works include drilling into concrete, cutting metal, etc. There will be some general noise from works activities on site Monday to Friday, 8am to 5pm. Noise is generally produced by mast climber and hoist usage motions.

When working in your home, GRAHAM will always aim to:

- behave respectfully and do the right thing at all times
- do their very best to get the works right first time
- wear appropriate PPE (personal protective equipment) at all times
- pack away tools and construction materials at the end of each day
- treat you and your home with respect and be respectful of any cultural differences
- keep your home secure at all times
- complete the works to a high standard during the scheduled programme
- isolate utilities (electricity, gas, water) when works commence. A water reading will be taken prior to tenants leaving their flat and again on their return
- lock flat doors if no works are being carried out
- install floor protection

GRAHAM will aim to never:

- play radios, smoke, or vape inside or near your home
- use offensive language or display poor behaviour inside homes, buildings or on the estate

GRAHAM will carry out a thorough clean in your home once the internal works are complete.

The works inside your home

Your new windows

The new windows are safe for residential high-rise buildings. They meet current purge ventilation regulations, reduce overheating and have improved non-combustible insulation to keep your home warm and comfortable in the colder months.

Lounge and bedroom windows – tilt and turn windows

- Open inwards in three positions – 10cm (in the tilt position at the top), 30cm (in the turn position) and up to 90 degrees (in the turn position) to meet the needs of most residents.
- Separate safety keys are needed to open to 30cm and 90 degrees depending on your choice. When the window is open 30 degrees or more, adult supervision is required when children are in the room. A separate user guide will be issued to residents.
- Lowered windowsills to improve safety by increasing the guarding height.
- Larger windows, based on residents' preference for better views.
- Easier operation and better ventilation in the turn 30cm position than the same opening of your current windows.



Kitchen and bathroom – tilt only windows

- Open the windows inwards at 20 degrees.
- The bathroom windows open and close via a tilt to a minimum of 15 degrees.

The tilt only windows can be opened on a winder where necessary for people with mobility issues. Any retrofitted opening mechanism should be reviewed prior to fitting to ensure it is not excessive or a hazard. The facade sub-contractor only advises the use of the Windowmaster T100 chain operator.



Replacing the windows in your home

Stage 1 – preparing to replace the windows

What will happen in my home?

The GRAHAM team will:

- protect your flooring
- need to remove most or all kitchen units to enable the window to be replaced
- remove tiles and sanitary ware where necessary
- reposition existing boiler and flue to suit the cladding construction

Stage 2 – replacing the windows

What will happen in my home?

The GRAHAM team will:

- check and address any asbestos issues
- install the new gas flue compliant with the new cladding system
- remove the glass from the current windows and the window frame
- increase the existing window opening by removing the spandrel panel (external panel below the window) and internal wall below the current lounge and bedroom windows
- check the concrete around window and repair if needed
- install the new window frame
- fit the new glass into the frame
- ensure that all fire stopping is installed
- ensure that the cladding rails are installed on the walls outside your home

Stage 3 – finishing the works

What will happen in my home?

The GRAHAM team will:

- reinstate kitchen
- reinstate sanitary ware
- reinstate tiling where required
- install your new windowsill and radiators
- make sure all firestopping is in place within the scope of the works, and identify any other discoverable deficiencies that will be reported to and completed by Camden
- redecorate areas affected by the window replacement in your chosen colours
- fit your choice of blinds or curtains
- check the finished works meet the required safety and quality standards
- tidy and clean the flat
- make sure you are happy with the quality of the works
- arrange for your belongings to be moved back into your home by professional movers

✓ Once these works are complete, the GRAHAM team and Camden quality inspectors will look at the works with you and make sure they are to the correct standard and that you are happy with them.

Your home will always be kept safe and watertight throughout each stage.

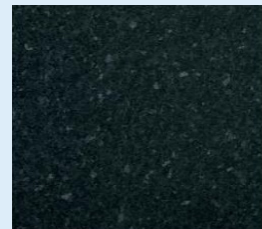
The amount of time it takes to carry out these works may vary depending on the size of each flat, any issues accessing flats and if any problems arise when the works are taking place.

Kitchen – cabinet door and draw front choices:

Where the kitchen needs replacing, you have a choice of two colours for cabinet and drawer fronts.

Option 1 - Oak

*Cooker and washing machine are not included and are for illustrative purposes only.



Worktop will be 40MM Rabac



Option 2 - White

*Cooker and washing machine are not included and are for illustrative purposes only.



Worktop will be 40MM Rabac



The new radiator choices

We will need to replace the radiators currently located under your large lounge and bedroom windows because we are lowering the windowsills. There are two radiator options to choose from. You can choose to have the same style in your lounge and bedrooms or different styles in each room.

Option 1 – horizontal radiator wall mounted



This radiator is similar to your current one but fixed on the wall to the side of the window.

Radiator dimensions vary from property to property. Horizontal sizes include:

600mm x 600mm
600mm x 1200mm
600mm x 1000mm
600mm x 1100mm
600mm x 1400mm

Option 2 – vertical radiator wall mounted



Radiator dimensions vary from property to property. Vertical sizes include:

1800mm x 400mm
1800mm x 600mm
2000mm x 700mm
2000mm x 600mm

Pros

- ✓ Fire safe
- ✓ Easy accessibility for cleaning and repairs
- ✓ Quick to install
- ✓ Minimal redecorating needed after installation
- ✓ More energy efficient than your current radiator
- ✓ Windowsill can be used for storage
- ✓ Heat will not be affected by curtains
- ✓ Suitable for future heating system upgrades

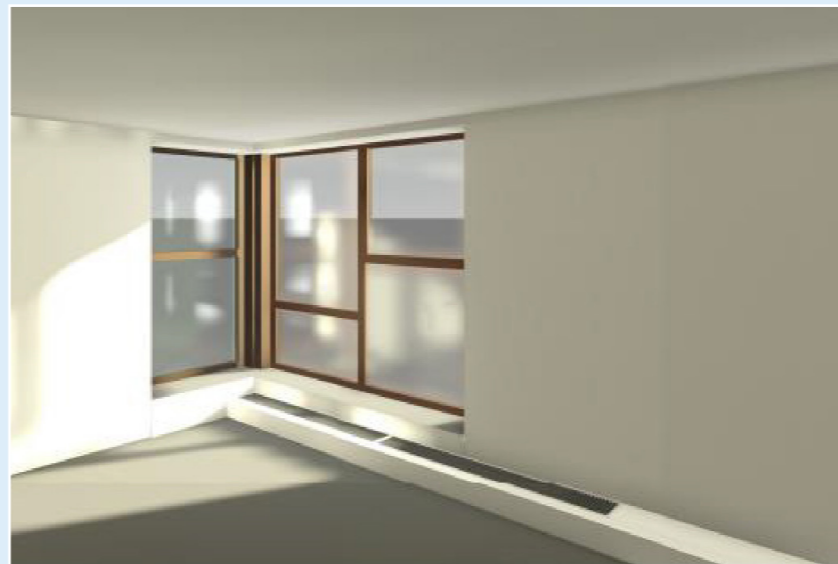
Cons

- ✗ Takes up wall space
- ✗ Sticks out from wall, taking up room space

How to choose your radiators

You can see the radiator options by visiting the respite lounge or viewing the show flat video at camden.gov.uk/chalcots-estate/blasford where the link is displayed in a yellow caption. If you do not have access to the internet, please call Maybel Houston on **07814 194 254**. Once you have seen the radiators, GRAHAM will ask which one(s) you would like in your flat during your first home visit.

Option 3 – trench radiator floor mounted



Approximate size:
1200mm x 112mm x 190mm
Power: 750W

This radiator is installed on the floor and the heat comes through a vent at the top of the windowsill – the windowsill is safe to touch when the heating is on. The boxing is higher and wider to house the trench heater.

Pros

- ✓ Fire safe
- ✓ Easy accessibility for cleaning and repairs
- ✓ Quick to install
- ✓ Minimal redecorating needed after installation
- ✓ More energy efficient than your current radiator
- ✓ No wall space is taken up
- ✓ Suitable for future heating system upgrades
- ✓ Helps to prevent condensation on windows

Cons

- ✗ Windowsill in bedroom cannot be used for storage (no books, plants or other items can be placed on the grill and the grill will take up a large part of the sill)
- ✗ Heavier full-length curtains fixed in front of the window reveal could block out the heat when the curtains are closed (similar to how your current radiator works with heavier full-length curtains). Curtains would need to be made to measure to ensure that they do not cover the grill

Choosing your curtains or blinds for lounge, bedrooms and kitchen

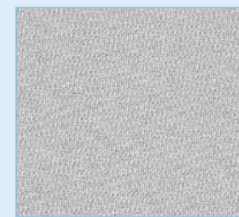
You will see the curtain and blind options available to you at the respite lounge - each option is available in three popular colours according to interior specialists. You can mix and match the curtains and blinds throughout your flat depending on the decoration in your home and which you like best. There will be no charge for the curtain and blinds you choose.

Blackout roller blinds

This option works well for the lounge, bedroom and kitchen windows. The blinds will block out light and can be installed in all rooms.



White



Mid-grey



Dark grey

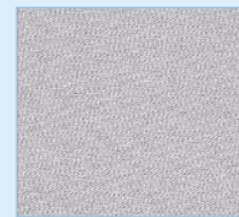
Vertical blinds

This option is available for the large lounge and bedroom windows. They are not blackout blinds so some light will come through to your home.

This option is not available in the kitchen.



White



Mid-grey



Dark grey

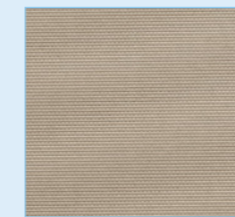
If you don't like the styles or colours

We will make a contribution of £90 per window (excluding bathroom) and £200 for the large lounge window to help you buy your own curtains or blinds. The contribution will be a voucher from a range of specialist suppliers such as Ikea, Dunelm and John Lewis.

Curtain package

Blackout curtains

The blackout curtains will be installed outside of the window reveal (outside of the frame) and are available for the lounge and bedroom windows.



Beige



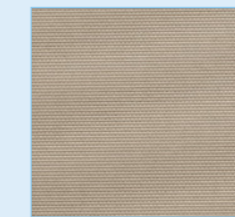
Mid-grey



Dark grey

Net curtains

The net curtains will be installed inside the window reveal (the inside of the frame) and are available for the lounge and bedrooms windows.



Beige



White



Dark grey

Home Away from Home

The work to replace the windows inside your home will be very disruptive. We will provide you with a *Home Away from Home* flat while the works are taking place in your home.

Wheelchair accessible flats are available.



The *Home Away from Home* flat will have everything you need to live your life as normal while you are staying there. It will include:

- Furniture
- Lights and blinds
- Fridge freezer, oven and hob, toaster and kettle
- Wi-Fi connection
- Washing machine



It may be helpful to consider what you will need over the next 2 to 3 months, including:

- Clothes and shoes
- Medication
- Laptops, tablets and chargers
- Toothbrush and toiletries
- Pets and pet food
- Children's school items and toys
- Any other items you want to take



Upon your request, GRAHAM will send you progress updates and photos of your home while the works are happening so that you are kept up to date and know that your home is being kept safe and secure.

The works outside your home

The new cladding

The new cladding system is fire tested, exceeds current building regulations and its primary components are A1 rated, which is the highest possible safety rating.

Unlike the previous cladding, the new cladding panels are solid aluminium and 4mm thick which exceeds compliance standards – this means they are more robust and will need less maintenance. There will also be insulation between the panels and the concrete outside walls which will keep your homes warm in the colder months and help to prevent condensation.

How the cladding will be installed

- install scaffold gantry at 1st floor level
- install mast climbers
- clean external façade and complete mortar repairs
- commence cladding installation alongside window installation from the bottom up in accordance with programme of moving out date
- drilling and fixing rails to the façade (outside of the building). This part of the cladding installation will be noisy
- installing new insulation and making sure firestopping is in place
- attaching the new cladding panels to the rails



The construction site

How GRAHAM use mast climbers

We will be using mast climbers (elevated platforms) to install cladding on the outside of the building. An additional hoist will be situated to the south of the building for internal access for operatives and materials.



Never throw anything out of your windows

Throwing items out of windows is dangerous and could cause serious harm to someone below. If you are caught throwing anything out of the window, we will not hesitate to take action against your tenancy or lease. If the object thrown from your window causes injury, the matter will be referred to the police.

All existing windows must be secured with their restrictors to ensure that the mast climbers do not hit your windows whilst in operation.

Daily safety checks will be carried out prior to works commencing. During these checks, each mast climber must be raised from the gantry at level 1 up to the roof on level 20 to ensure that they are in good working order. These daily checks will commence at 8am.



Please be aware that building and taking the mast climbers down, installing the cladding and replacing the existing windows will be very noisy. Find out how we can support you to get away from the disruption on **page 30**.

*The overall time that the external cladding works will take depends on how smoothly the programme runs. Adhering to your moving out dates will assist the programme to operate on schedule, avoiding costly delays and continuing disruption at your tower block.

Keeping safe while the construction site is in operation, and the mast climbing and scaffolding are up

Your safety is our priority so please:



Never climb on any construction structure or scaffolding



Keep children away from the construction site and scaffolding at all times



Do not throw rubbish into the construction area or scaffolding – this is a fire risk and could also attract rats



Never hang washing out to dry from the construction structure or scaffolding

It's important to keep everyone safe while the works are happening. Scaffolding can be very dangerous and only the GRAHAM team is allowed to use it.

If you have any concerns or see anyone in the construction site, on the construction structures, or on the scaffolding who shouldn't be there, contact the GRAHAM Project Team immediately on **07385 144 513** from **Monday to Friday, 8am to 6pm**, or in case of a project or site related emergency out of hours, contact **0800 567 7029** or email **control@starfmgroup.com**.

Always call **999** in an emergency.

The construction site and scaffolding will be monitored by motion sensor CCTV. Any suspicious behaviour will alert the out of hours team.

We understand the level of disruption, not just in terms of noise, but also the impact on privacy and daylight.

How we can help:

1. We can install your choice of curtains or blinds now and reinstall them once the new windows are installed in your home.
2. Operatives will stand in the middle of the mast climber and face outwards whilst passing your windows.



Insurance while the scaffolding and mast climber is up

We have let our building insurers know that the major works are taking place and we are also taking out additional contract works cover to make sure the building is insured against any damage during the construction works.



If you already have contents insurance...

Please let your insurer know about the upcoming works. Your insurance cover might not be valid if you need to make a claim and you haven't told your insurer about the mast climbing and scaffolding on your building.

If you don't have contents insurance...

If you don't have insurance already, we encourage you to take some out to protect your home. GRAHAM staff will always be extra careful when working in and around your home, but contents insurance will give you peace of mind that everything in your home is protected.

There are a wide range of insurance options available, and you can also insure your home through our partner scheme and pay for your insurance through your rent account.

To find out more about insuring your home through the Council's partner scheme, please contact your Neighbourhood Housing Officer (NHO):

Dele Adewumi – NHO for Blashford

📞 020 7974 6766 @ dele.adewumi@camden.gov.uk

The resident support package

The major works will be very disruptive and it's important to us that you have lots of opportunities to get away from the noisy works. There will be a resident support package available to everyone living on the estate when the works are taking place in their buildings. This will include:

Getting away from the disruption

- To move to a *Home Away from Home* while the works are happening in your flat – these flats are fully equipped like a holiday home. Find more information on **page 24**.
- Respite lounge when the works take place in your building as a quiet space for home working or for relaxing – offering privacy, Wi-Fi, and tea /coffee facilities which can be booked in advance.
- Noise cancelling headsets to use at home or other support such as noise shielding headsets or ear plugs.
- Social events such as coffee mornings and movie sessions.
- Quiet spaces at Swiss Cottage Library for studying or working.
- Children's activities at half term to help young residents to get away from the noise.
- Free access to local swimming pool. A pass should have been sent to you in the autumn of 2023.



Your health and wellbeing

- Access to local parks, playgrounds, jogging pathways etc. Find out more at camden.gov.uk/chalcots-community-engagement
- Access to mental health support networks – find more information on **page 43**.
- Resident initiatives such as walking clubs, healthy cooking workshops, etc. – find out more on **page 33**.



Improving your community

- Opportunities to start community projects as part of Camden Giving's We Make Chalcots project - find out more at camdengiving.org.uk
- Employment and career development opportunities with GRAHAM.
- Working with GRAHAM to bring residents' ideas to life to improve the local community – this will be a part of GRAHAM's social value initiative. Find out more on **page 34**.



Payments and compensation

- You will be eligible for a disturbance payment of £500 if you consent to let GRAHAM carry out the works in your home within 7 working days ahead of the start date for the works to begin in your flat. Find more details on **page 36**.
- If any of your belongings are damaged and there is evidence it was caused by GRAHAM, the belongings will be repaired, replaced or you will be given a compensation payment. Your belongings will be stored in a 3m x 2m secure hoardfast unit. All other belongings will be temporarily removed to safe storage by Camden.
- If you are unhappy about the quality of the works or if the works took longer than agreed with you, please follow the complaints process set out on **page 37**.
- Residents who want to find out about compensation for works carried out that are not part of the current major works project and relate to previous works or repairs, please visit camden.gov.uk/complaints or call **020 7974 4444** for more information.
- You will continue to receive the Winter Fuel Allowance until the cladding is installed at your building.

Please look out for regular updates on what to do or contact the Camden Project Team - see page 8. To find out more about the support available, please contact the project team on **07814 194 254** or email chalcotsproject@camden.gov.uk

Involving all Chalcots residents

We are keen to work with you and to hear your ideas and thoughts throughout the major works project. We have a number of ways you can get involved and keep up to date.

Monthly meetings with the TRA

The project team meets monthly with the Tenants' and Residents' Association (TRA) of your tower block to talk through any queries or concerns residents may have raised with their TRA. The meetings are held in the respite lounge and are an opportunity for you to learn more about the works, give your feedback, and ask questions. The meetings are advertised in the Blashford newsletter and noticeboard.

Drop-in surgeries

We hold surgeries every two weeks where you can drop into the respite lounge to ask any questions or raise concerns you may have. These surgeries will be advertised in the Blashford newsletter, noticeboard, and at camden.gov.uk/chalcots-estate/blasford



Contractor Performance and Monitoring Panel

The panel will help to monitor the contractors' performance throughout the project to make sure the works are carried out in a resident centred way, working considerately in residents' homes, communal areas and on site. Contact the Chalcots Project Team to find out more or to get involved - see **page 8** for contact details.



You said we did...

We will keep you updated on how we're responding to your feedback in the newsletter four times a year.

Keeping you updated

Blashford newsletter

We will continue to keep you updated about the works happening on site each month in the newsletter. If you would like your copy to be sent by email instead of a printed copy, sign up at camden.gov.uk/chalcots-signup – this saves the Council money and helps the environment.

Chalcots webpages

You can find the latest updates for your tower block at camden.gov.uk/chalcots-estate/blasford

Social value – giving back to your community

September 2023 – June 2025

Apprenticeships

We will work with Kings Cross Construction Skills Centre and other partner organisations (e.g. London Southbank University, King's Cross Recruit, Camden Job Hunt) to provide 1 x 4-year apprentice (QS / Site Management) direct with GRAHAM and 1 x 2-year apprentice (trade through the supply chain). Working with these partners will ensure that opportunities are accessible to local residents. Where possible these opportunities will be targeted at underrepresented and / or priority groups.

Unpaid Placements – 8

We will offer a 5 x 2-week work trials, two will be earmarked for those between ages 18-24-years-old and three for those who are over 25-years old who want to gain experience in the construction industry. We will ensure that residents are supported to access these opportunities by delivering CV and interview workshops to those who are interested in working with us. In addition to this, we will prioritise applications from candidates who represent socio-economically disadvantaged groups.

Paid Placements – 8

We will offer a 5 x 2-week work trials, two will be earmarked for those between ages 18-24-years-old and three for those who are over 25-years old who want to gain experience in the construction industry. We will ensure that residents are supported to access these opportunities by delivering CV and interview workshops to those who are interested in working with us. In addition to this, we will prioritise applications from candidates who represent socio-economically disadvantaged groups.



Employability Training Courses – 2

We will deliver 2 x accredited training sessions for local residents.

Local Labour

We will work with Kings Cross Construction Skills Centre and their partner organisations to provide a range of opportunities both directly and through the supply chain. Working with this partner will ensure that opportunities are accessible to local residents. A proportion of these opportunities will be targeted at underrepresented and / or priority groups.

Existing Apprenticeships

We will monitor current apprentices' activity onsite (including number of apprentices and total hours) via the cloud-based interface we are able to run comprehensive reports.

School / College Engagement

As part of our work with local secondary schools and colleges we will offer employability insight and support including CV advice / workshops, mock interviews, careers guidance, role model visits. We will utilise STEM (science, technology, engineering, and mathematics) Ambassadors from GRAHAM and our GRAHAM Academy to engage with local students on STEM careers.

We will work with local secondary schools and colleges such as Regents High, Maria Fidelis and Westminster Kingsway.

Local Business Engagement

We will identify a panel of business experts from within GRAHAM and create a series of workshops across the life of the build. These workshops will be open to local VCSEs (voluntary, community and social enterprises) and SMEs (small and medium-sized enterprises) and each one will focus on a specific business area e.g. marketing. During these workshops, delegates will have the opportunity to seek tailored guidance for their business challenges.

Meet The Buyer

We work with local Chamber of Commerce and Small Business networks to advertise opportunities, as well as advertising on Contracts Finder. We will offer focused meet the buyer events and workshops for VCSEs and SMEs to explain our procurement processes and accreditation requirements and offer support to those wishing to bid to assist them in meeting the requirements for the project.

Community Activities / Fund £2,500

We are part way through an arts hoarding project with Art4Space to create art-work for the hoardings onsite. We have worked with residents and local Primrose Hill Primary School to create inspirational artwork. We hope to transfer in March 2024.

We will create a sponsorship fund to support a range of community events and award these through an application process. We will also work with successful fund recipients to identify volunteering opportunities (e.g. event marshalling) and promote these to GRAHAM Construction and subcontractor personnel.

Micro Business Support

In addition to the above, each mentor will adopt a business and commit time for digital mentoring periodically for the duration of the build. This will initially be coordinated via the Social Impact Business Partner, and mentoring will be available via Microsoft Teams. Interested businesses can attend a digital matching event within the second month of the build following which, mentoring sessions will be organised by mentor and mentee. Also, we will provide flexible desk / office space or donation of second-hand equipment (e.g. laptops, screens etc) to facilitate remote working.

Volunteering Hours – 40

Volunteering time to support community projects through carrying out physical tasks or fundraising work.

Disturbance payments

Payments and conditions:

- You will receive a **disturbance payment of £500** once you move out and ensure access to your home for works completion as agreed and within the timescales.

Please note, this payment will be made once works are completed at your home.

If you are worried about the works in your home, please speak to us.

We understand that these works are intrusive, and we want to make sure that you know what will happen inside your flat and how we can support you. If you are worried, please contact the Chalcots Project Team using the details on **page 8**.

If you do not consent to let GRAHAM into your home to carry out the major works

As the landlord and freeholder for your tower block, the Council is legally responsible for carrying out these vital safety works.

If you do not consent to let GRAHAM into your home for these works, this will disrupt the works programme completion date, cost the Council more money, and cause additional disruption to everyone living in your building. The Council will also have to consider taking legal action to make sure that access is granted.

How to make a complaint about the major works

Your feedback is important to us. If you are unhappy with our service or GRAHAM's during the major works, or if something goes wrong and affects you while the works are being carried out, we want to know straight away so that we can put things right.

We want to assure you that we will deal with all complaints considerately and as quickly as possible, and to make sure you are happy with how your complaint is resolved.

We promise to:

- listen and understand
- look at every complaint individually
- investigate each complaint fairly and transparently
- keep you up to date throughout the progress of your complaint



Making a complaint

We would like to resolve your complaint or concerns quickly. The best way to do this is to complain to the Chalcots Project Team directly.

📞 **07814 194 254** from **Monday to Friday, 9am to 5pm**

@ **chalcotsproject@camden.gov.uk**

📍 **Visit our office in front of Bray**

If you don't feel we have met our promise or have resolved your complaint, we'll talk to you about how to take your complaint forward.

Important dates and notes

You can use these pages to keep track of GRAHAM's visits to your home and make notes about the major works.

Thank you for your patience as we complete these works to make your home safer.

My initial appointment at the respite lounge		First home visit	
Date	Time	Date	Time
Second home visit		Other home visit appointments	
Date	Time	Date	Time
Start date for moving my belongings		Start date for moving to the Home Away from Home flat	
Date	Time	Date	Time
Start date of works in my home			
Date	Time		

Notes

Notes

Notes

Useful contacts

Chalcots Neighbourhood Housing Officer

Your Neighbourhood Housing Officer (NHO) is here to help you with anything related to your council tenancy and if you need any support from the Council.

Dele Adewumi

NHO for Blashford

☎ **020 7974 6766**

@ **dele.adewumi@camden.gov.uk**

Security

Camden's Responsive Security Patrol is available 24 hours a day, seven days a week. You can report any worries about security on the estate at any time (for example, antisocial behaviour). ☎ **020 7974 4444**

Housing repairs

The housing repairs team is here to help if you need a repair in your home or in communal areas that is not related to the major works.

Reporting non-emergency repairs

📍 Log into your Camden Account at **camden.gov.uk/camdenaccount** at any time. Click on 'Housing' then 'Request a repair' to report and book your appointment.

💬 Speak to us on webchat Monday to Friday, from 8am to 6pm (excluding bank holidays) – visit **camden.gov.uk/housing-repairs**

📱 Text us on **07360 277 909** and the team will get back to you Monday to Friday, from 8am to 6pm (excluding bank holidays).

Webchat and text conversations can be translated into over 100 different languages.

☎ Call **020 7974 4444** to report emergency repairs at any time – 24 hours, seven days a week.

On-street and estate parking:

The Council's parking teams can help you with any questions you have about parking on the estate or on the surrounding roads.

Chalcots Estate parking

☎ **020 7974 4444**

@ **estateparking@camden.gov.uk**

General parking enquiries

☎ **020 7974 4444**

Find more information on our website:

On-street parking permits

📍 **camden.gov.uk/resident-parking-permits**

On-street controlled parking zones

📍 **camden.gov.uk/controlled-parking-zones**

On-street parking for disabled badge holders

📍 **camden.gov.uk/parking-disabled-drivers**

Mental health services

It's okay not to feel okay. If you're feeling down, anxious or worried, mental health support is available.

💬 Speak to your GP

📍 Visit **icope.nhs.uk**

☎ Call iCope on **020 3317 6670**

📍 Find out more at **camden.gov.uk/mentalhealth**

If you are experiencing a mental health crisis, call the 24-hour mental health crisis helpline on **020 3317 6333** to access specialist support.

Always call **999** in an emergency.

Domestic abuse support

If you are experiencing domestic abuse or are worried about a friend or family member, we are here to help. You can speak to our domestic abuse service, Camden Safety Net, confidentially if it is safe for you to do so.

☎ **020 7974 2526** (Monday to Friday, 9am to 5pm)

@ **camdensafetynet@camden.gov.uk**

📍 Visit **camden.gov.uk/domestic-violence** for more domestic abuse support available.

🕒 Call the free National Domestic Abuse Helpline on **0808 2000 247** when Camden Safety Net is closed.

⚠️ Always call **999** in an emergency.

Thank you for your patience and cooperation as we bring your home and building to the highest standard of safety.

Please note that the building illustrations in this handbook do not capture the detail of the cladding appearance. This will vary with the light reflections on its surface.